(c) whether it is a fact that the working of the exchange is being neglected pending its shifting; and

(d) if so, the action proposed to be taken against guilty officials for faulty planning and what action is being contemplated to safeguard the interests of telephone subscribers of this exchange?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) No, Sir. Present building of Ballabhgarh Telephone Exchange is not on a disputed land. There is no proposal for its shifting.

(b) Not applicable.

(c) No, Sir. Due attention is paid on maintenance of the Exchange.

(d) Not applicable.

Electronic Telephone Exchanges

3362. SHRI S. S. AHLUWALIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that a large number of cities are presently provided with electronic telephone exchanges, if so, what is their number;

(b) whether telephone users under electronic exchanges can avail the facility of obtainnig computerised details of calls viz., numbers called, durations and dates etc.;

(c) if so, whether the facility eliminates scope of pilferage use of telephone connections by unscrupulous people and complaint of excess billing;

(d) what steps are taken when a subscriber from electronic exchange lodges complaint of over-billing; and

(e) whether complaints of over billing have come to an end in areas served by electronic exchanges, if not, what are the reasons therefor?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) There are in all 3394 electronic exchanges of large, medium, and small capacity working in the country as on 1-4-91.

(b) The facility of detailed billing is available only to those telephone users connected to E-10B type exchanges.

(c) It reduces the scope of pilferage. Telephone users of E-10B exchanges can know the details of ISD/STD calls made by them from the computerised details of calls made available to them. Moreover, they can also avail of dynamic STD lock facility to eliminate any pilferage.

(d) The following steps are taken where a subscriber from electronic exchange complaints of over-billing:

(1) The bill is checked arithmetically to correct any totalling or clerical mistake.

(2) The number of calls made by the subscriber during previous 6 bi-monthly periods are compared with those in the bill.

(3) If the calls in disputed period are more than 100 per cent of previous 6 bi-monthly periods the subscriber is given a split up bill for payment and the difference amount is kept under dispute.

(4) The telephone of the subscriber is kept under observation.

(5) The meter and other allied equipments of the subscriber are also checked to know whether it is working properly.

(6) The matter is also investigated to check whether the calls were made from the telephone of the subscriber.

(e) The complaints of over-billing in E-10B type of electronic exchanges have considerably reduced due to the introduction of dynamic STD control facility as well as provision of itemised billing statement for ISD/STD calls.